

ABSTRACT

[0278] A system for assessing an automated call routing system's performance is structured to present a caller calling into the automated call routing system with a call that includes an interactive voice response (IVR) portion and, at an option of the caller, an caller/agent dialog portion. The system operates to monitor calls coming into the automated call routing system and to record end-to-end calls from among the calls coming into the automated call routing system. A sequence of events for the recorded calls is transcribed, including events occurring in the IVR portion and in the caller/agent dialog portion, to identify predetermined call events of interest. The transcribed calls are analyzed to infer a complete event sequence of each of the recorded calls. From the analysis, parameters are calculated corresponding to cost effectiveness and usability of the automated call routing system, based at least in part upon information obtained by the caller during the IVR portion.